

CLASSIFICATION: STAFF DEVELOPMENT AND TRAINING SPECIALIST

Class Code: 8390-24

Date Established: 07-06-70

Occupational Code: 7-3-3

Date of Last Revision: 12-09-14

Exempt Status: Non-Exempt

BASIC PURPOSE: To plan, develop, and evaluate training and education programs to promote staff development and enhance work skills.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- o Coordinates the development and delivery of agency training programs between agency employees and the New Hampshire Division of Personnel's Bureau of Education and Training, utilizing outside training organizations as necessary.
- o Develops and updates staff development plans to meet the training needs of department personnel.
- o Coordinates pre-employment physical exams and physical agility testing as required to meet mandatory state requirements.
- o Assists in ongoing staff training and ensures that annual refresher training is conducted in a satisfactory and timely manner.
- o Identifies agency training needs through consultation and cooperation of program staff and agency managers.
- o Reviews and recommends books and other literature for training programs.

DISTINGUISHING FACTORS:

Skill: Requires skill in analyzing and interpreting data, policy and procedures OR in using equipment in order to arrive at logical conclusions or recommendations.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires direct supervision of other employees doing work which is related or similar to the supervisor, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires reviewing summaries and reports and making management level decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

Complexity: Requires evaluating a combination of wide-ranging job functions to determine work procedures, to solve problems, and to reach conclusions by applying analytical, technical, or scientific thinking. This level also requires planning policies and long-term strategies, drawing conclusions based on available criteria, and evaluating the effectiveness of program objectives.

STAFF DEVELOPMENT AND TRAINING SPECIALIST

Page 2

Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major study in public or business administration, social work, sociology, education with a concentration in guidance and counseling, or a field of study directly related to the agency mission. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years' experience in training, education, management or other administrative work which included a staff development and training function relevant to the agency in which position is located.

License/Certification: Must have license, certification or registration appropriate to profession, as determined by the agency appointing authority. Any specialized license, certification or registration requirements must be stated on the supplemental job description and approved by the Division of Personnel prior to positing at the agency level.

SPECIAL REQUIREMENTS:

For appointment consideration, Staff Development and Training Specialist applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

RECOMMENDED WORK TRAITS: Knowledge of training methods and techniques and demonstrated skill in training. Knowledge of current theories of adult learning and demonstrated ability to design task-centered training programs. Ability to interpret law, rules, and regulations and to provide necessary training materials to implement such interpretations. Ability to adapt complex policies and procedures into usable training exercises. Ability to analyze data and to isolate areas requiring special training, and to design and direct individual specific training programs. Ability to follow complicated verbal and written instructions and to prepare technical reports. Ability to establish and maintain harmonious relationships with employees, federal, state and local social services agencies, professional staffs of schools of social work, and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.